

E-01345A-08-0172



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

RECEIVED

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

2009 AUG 5 10:16

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2009 80838

Date: 8/4/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Agnese

Udinotti

Account Name: Agnese Udinotti

Home: (000) 000-0000

Street: [REDACTED]

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: (602) 250-2922

Nature of Complaint:

I am definitely opposing the application for a BASE increase fee sought by APS. When in the past the increases were awarded to APS - even though excessive, at least they were increases on consumption which we could offset by lesser use. If the increase is on the BASE, as this time around, there is nothing else we can do to offset this increase but shut off the service. In the desert, where summers are brutal, forcing one to do without electricity - therefore a means to make climate safer for human existence, this is too much to ask or demand.

Agnese Udinotti

[REDACTED]
Scottsdale, Az. (business address)

[REDACTED]
P.V., AZ (residence)

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

August 4, 2009

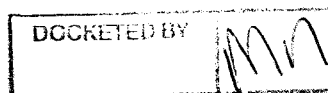
Arizona Corporation Commission

DOCKETED

AUG 4 2009

Agnese Udinotti

[REDACTED]
Scottsdale, Az.



RE: ARIZONA PUBLIC SERVICE COMPANY

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

DOCKET NO. E-01345A-08-0172

Dear Ms. Udinotti;

Your opinion regarding the Arizona Public Service Company ("APS") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Carmen Madrid
Public Utility Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/4/2009

Opinion No. 2009 - 80838
